

AZNET SLAs and Operations Scorecard - July 2008

Service Level Agreement	Target		SLA	Ticket Metrics			
				Ticket Count	Ticket Time	Average	
CRITICAL SERVICE LEVEL							
Severity Level I (MTTR)	see 1.1		0.00	0	0.00	0.00	
Severity Level II (MTTR)	see 1.2		-50.47	17	68.53	4.03	
Tier I Availability*	99.999%		99.999%	0	0.00	0.00	
Tier II Availability*	99.99%		99.995%	7	64.82	9.26	
Tier III Availability*	99.9%		99.994%	6	37.25	6.21	
Tier IV Availability*	98%		TBD	0	0.00	N/A	
Site Chronic Problem	see 1.3		3				
PMO Escalation	see 1.4		0%				
STANDARD SERVICE LEVEL							
Severity Level 3 Tickets Responded to on Time*	100%				608	24	9.11
Trouble Tickets Not Reopened	98%		99.16%				
Service Requests Not Ticket Reopened	98%		99.86%				
On-Time Completion of Services*	95%		97.60%				
On-Time Completion of Projects*	95%		TBD				
Time to Dispatch* (Severity 1 & 2)	98%		100%				
SYSTEM SERVICE LEVEL	May	Jun	Jul				
Severity Level I	-3.75	-3.10	0.00				
Severity Level II	-40.94	-42.02	-50.47				
Tier I Availability*	100.000%	99.995%	99.999%				
On-Time Completion of Service*	99.10%	97.02%	97.60%				
On-Time Completion of Projects*	TBD	TBD	TBD				

Operations							
All Trouble Tickets by Type	Count	%	Avg. Time	Sev 1	Sev 2	Sev 3	Notes
Legacy Voice	418	53%					
IPT	65	8%					
Data	210	27%					
Call Center	46	6%					
Security	49	6%					
Total	788	100%					
Volumes	Count	Notes	MAC Closed	Count		%	
Activities Created	2653		Voice Hard MAC	686		42%	
Activities Resolved	2592		Call Center Hard MAC	50		3%	
% Resolved	98%		Hard MAC Subtotal	736		45%	
Requests for Information	Count	Avg. Time	Voice Soft MAC	597		37%	
Requests	178		Call Center Soft MAC	0		0%	
Total	178		PON Change (BILL)	28		2%	
			Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA, SPRR)	35		2%	
			Non Billable (911A,911D,NSOF,PRMN,NHRD)	32		2%	
			Soft MAC Subtotal	692		42%	
			T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)	21		1%	
			T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)	17		1%	
AZNET Support Desk ACD Stats	Count	%	T&M Data (LBD1,LBD2,LBD3,LBDQ)	18		1%	
Offered	997		T&M Security (LBS1,LBS2,LBS3,LBSQ)	12		1%	
Answered	775	78%	Equipment only (EQON)	22		1%	
Terminated (voicemail)	204	20%	LVL1	114		7%	
Abandon (hang-up)	18	2%	Misc. MAC Subtotal	204		13%	
Avg. Time to Answer	16 sec.		Total	1632		100%	

Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.